

MECA Matters

Metropolitan Emergency Communications Agency,
Indianapolis, Marion County, Indiana

Nov—Dec 2009
Volume 1, Issue 4

Holiday Schedule 2010

Although the MECA Customer Service Desk is open 24 hours a day, 365 days a year, the remaining MECA offices are closed on the following holidays:

New Years Day	1-Jan
Martin Luther King Jr. Day	18-Jan
Presidents Day	15-Feb
Good Friday	2-Apr
Primary Election	4-May
Memorial Day	31-May
Independence Day	5-Jul
Labor Day	6-Sep
General Election	2-Nov
Thanksgiving	25/26-Nov
Christmas Day	24-Dec

Inside this issue:

Scheduled Holidays 2010	1
Scheduled Outages due to Data Center Reconfiguration	1
CAD Terminal Table Expansion	1
MECA: A Year in Review	2
MECA Honors Past Board Chairs	2
MECA Staff Picture/Happy Holidays	3
MECA Customer Wall	3

Scheduled Outages due to Data Center Reconfiguration

Over the last year, MECA has been heavily involved in preparations for its data center consolidation and reorganization.

In January 2010, over the course of several days, physical moves will begin that will require the IP Connections of application servers be moved from the existing switch to a new switch infrastructure. These physical moves (and/or cabling moves) will result in small, planned outages.

Beginning Saturday, January 9, MECA and its vendor will begin moving and reconnecting routers and network equipment. The move will begin at 1000 and should be complete at 1300. During these three hours, any internet related applications to MECA (such as Webstaff, remote sessions, etc..) and the following services and/or appli-

cations will be interrupted: JUSTIS, OMNIX/Open Fox and any application/service coming from the City/County Side.

The routers for **IUPUI** and the excluded cities (**Beech Grove, City of Lawrence, and the Town of Speedway**) will also see an interruption for all the above noted services, as well as mobile data, paging, and all RMS. Radio will **not** be affected.

In the event of inclement weather putting a strain on public safety and service personnel, the moves will be delayed until the following day.

Physical and cabling moves will follow on Monday, January 18, 2010. MECA will be in contact with agencies each day to provide an update. Due to the nature of the project, we cannot definitively provide the time or subsequent dates of the

outages, other than to tell you that one group of moves will follow another. The last group to move will occur on January 25.

Some of the services and applications that will experience an outage will be paging, mobile data, police and fire records, 24Seven and TeleStaff, Fire House Alerting, Automated Probable Cause, ZClient (local and state), Case Management, PRISM, Siren. Each of these outages will range from a matter of minutes to two hours.

Part of this effort has been to develop a plan so that the CAD system does not have to undergo an outage at all; however, **it is strongly recommended that all agencies prepare a communications and operations plan as if the CAD will experience an outage.**

For questions related to this project, please contact Melissa Serban at 327-1471 or at serban@indy.gov.

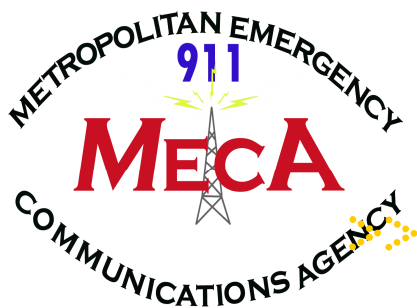
CAD Terminal Table Expansion and CAD Outage

Any user who requires access to CAD data via ZClient, dispatch consoles or a standalone CAD computer must have a CAD terminal established within the CAD table system. MECA currently has a capacity limit of up to 6000 terminals. In November 2009, all 6000 terminals were permanently assigned. As a result, MECA has had to develop a waitlist to add more terminals for its users.

MECA is in the process of adding an additional 5000 terminals, almost doubling our capacity. In order to implement the terminal table expansion, Tiburon and MECA will need to take down the CAD system. This CAD outage will be separate from the data center outages mentioned above. This outage will affect mobile data and all related functionality

This will likely take place in January. MECA is in the process of finalizing information with Tiburon and will update customers as information is obtained.

For questions related to this project, please contact Melissa Serban at 327-1471 or at serban@indy.gov.



MECA Matters

Metropolitan Emergency Communications Agency,
Indianapolis, Marion County, Indiana

Volume 1, Issue 4

MECA: A Year in Review 2009

Like all our customers, MECA has had a very successful, yet busy, year. Many projects have been started (and/or completed) and have touched all of our users.

The fire community has had a very active year. In June, the new Fire House Alerting System went live. This new system provided new alert tones, as well as a new ramped heart-friendly tone for emergencies, which is easier on the firefighter's cardiovascular system. In addition, the system dispatches multiple runs at the same time.

In mid December, the use of TeleStaff officially went live, as well. TeleStaff is a scheduling and notification program that manages the staffing of a roster; notifies personnel of work or emergencies via phone, pager or e-mail; and allocates overtime. TeleStaff interfaces with RMS and the CAD. The fire community has been heavily

Involved in the implementation of this program.

MECA has reprogrammed thousands of radios with new noise cancelling software and removed the analog talk-groups. This required the assistance and cooperation of every agency under MECA's umbrella.

ZClient version 5 was completed for both police and fire this year, and most police agencies were set up for self-reporting on the police records system. The EOC and DCS were also set up with ZClient. MECA began and continues with testing an air card solution.

MECA continues moving forward with the new CAD project, PSAP consolidation, the 2012 Super Bowl and mobile data. These projects will continue in earnest over the next one to five years.

MECA continues to facilitate a variety of committees aimed at improving services and products. Some of these

committees include the Police User Group, PSAP Manager Meeting, Digital Oversight Committee, and the Motorola Scorecard.

MECA provided system updates to the mobile data system, voice system, paging system and logging recorders. These system updates affected both System 1 and System 2. IPL was added to MECA's System 2.

MECA continues to support the public safety and public service agencies, as well as the citizens of Marion County during large scale events like the Indianapolis 500, Brickyard and Moto GP, FDIC, Circle City Classic, the Mount Comfort Air Show, 4th of July Fireworks, and the Circle City of Lights Ceremony.

MECA has begun working on installing bidirectional amplifiers in the City County Building as a solution to improve

coverage, specifically in Superior Court Room 2 and the basement prisoner holding and transport areas. This solution will also benefit users working within the building for EMS and Fire.

Several van driver classes have been performed, and refresher classes were also offered for existing drivers. The ability for the city to take advantage of the mobile command and communications van has increased exponentially.

If you have any questions about these projects, or any of the numerous unlisted projects, please contact Melissa Serban, MECA's Customer Service and Project Manager at 327-1471 or at serban@indy.gov.

MECA Honors Past Board Chairs

For the last two years, Beech Grove's Mayor Joe Wright has acted as the Chairman of the MECA Board. At the December Board Meeting, Mayor Wright announced this would be his final year on the MECA Board. Mayor Wright, and his predecessor, Barb Lawrence (Speedway Town Manager), have overseen the completion of a variety of complex projects.

The Digital Radio Project began under the watchful eye of Mrs. Lawrence and underwent project implementation with Mayor Wright. Both Mrs. Lawrence and Mayor Wright have been avid supporters of MECA, providing thoughtful leadership and direction, even in the face of conflict and controversy.

We wish to extend our heartfelt gratitude and warmest wishes to these two leaders.



Beech Grove Mayor and MECA Board Chairman Joe Wright, Fmr MECA Chair and Speedway Town Manager Barbara Lawrence and MECA Director Ray Raney at the December Board Meeting being recognized for their service.



Happy Holidays from the MECA Staff



IFD Celebrates 150 Years

On Tuesday, December 22, 2009 Director Ray Raney presented IFD Chief Brian Sanford with a plaque acknowledging IFD's 150 years of service to the City of Indianapolis. Congratulations and Thank You.

MECA Staff: Front row, from left: Jim Cutrell, Ray Raney, Melissa Serban, Sandy Campbell, Morgan Humphrey, Tim Greenwalt, Katie Graham. Back Row: Dave Bowles, Tom Bassett, David Schwartz, Mike Lingle, Kyle Cheney, Jon Albright, Randy Cash, Alex Chabra (Not pictured: Greg Roembke, Foster Conn, Ashton Brandyberry, Terry Johnson, Chris Hamilton, Courtney Morgan, Robert Young, Rick Pennington and Dave Heckler).

MECA's Customer Wall



Earlier this year, we asked all agencies to submit to MECA a door decal to display on our conference room wall. So far, we have received 22 door decals.

If you would like to have your agency decal displayed with other Marion County agencies, please provide a decal to Mike Lingle, MECA's Planning and Training Coordinator.

If you have a question regarding MECA or a story idea, please contact the MECA Matters editor, Melissa Serban at 317-327-1471 or serban@indy.gov